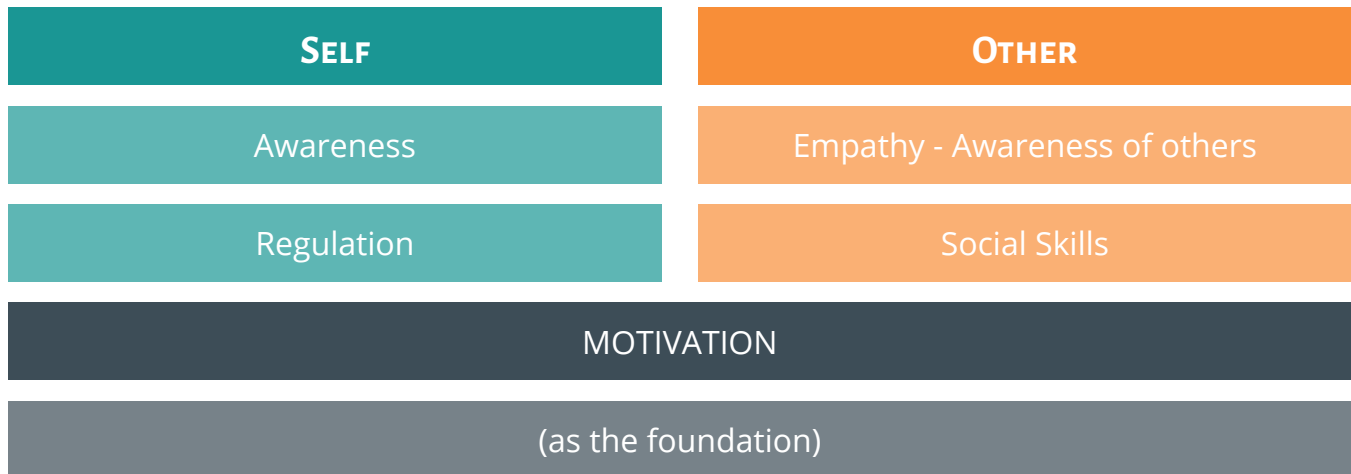


EMOTIONAL INTELLIGENCE

Emotional Intelligence or Emotional Quotient (EI or EQ) is one’s ability to (1) recognize, understand, and manage ones own emotions, and (2) recognize, understand, and influence the emotions of others.



SELF-AWARENESS

I recognize my emotions and how they affect my thoughts and behavior. I am self confident, able to see my strengths and weaknesses.



SELF-REGULATION

I manage my emotions in healthy ways, taking initiative and adapting to changing circumstances.



MOTIVATION

I understand my goals and how to take action to achieve desired outcomes.



EMPATHY

I can recognize, understand, and appreciate how other people feel.



SOCIAL SKILLS






I can manage relationships and move people in the desired direction. I can influence, communicate, manage conflict, lead, and build trust.

Reflective Questions: Who are three "emotionally intelligent" people you admire? How do you observe EQ in their actions, behaviors, and interactions?

While EQ is vital to effective leadership, it is also foundational to living a full, healthy, and enriched life.

HOW EMOTIONAL INTELLIGENCE MANIFESTS

Popularized by psychologist, Daniel Goleman, EQ is vital to leadership and essential to promotion. When contrasting “average leaders” to star performers, Goleman found that nearly 90% of the difference in their profiles was attributable to emotional intelligence factors rather than cognitive abilities.

	High EQ	Low EQ
 Self awareness	More aware of one’s emotions. Can identify what they’re feeling and understand why they’re feeling that way.	Might have difficulty recognizing one’s own emotions or understanding why they feel a certain way. This can lead to unexpected emotional outbursts or an inability to understand their emotional reactions.
 Self Regulation	Tend to react to emotional situations in a controlled manner. Less likely to lash out impulsively and more likely to respond in a calm, measured way.	May be impulsive with their emotional reactions. Might lash out, become easily frustrated, or struggle to control their temper.
 Motivation	Are often self-motivated, optimistic, and persistent, even in the face of challenges.	Might lack enthusiasm or optimism, struggle with self-motivation, and may easily get discouraged by challenges.
 Empathy	Can easily put themselves in someone else’s shoes to understand and resonate with the feelings of others.	May struggle to understand or resonate with the emotions of others. May be perceived as insensitive or dismissive of feelings of others.
 Social Skills	Typically navigate social situations with ease. They’re adept at reading social cues, understanding social dynamics, and fostering positive interactions.	Might struggle with social cues, misinterpret social situations, or have difficulty maintaining relationships. Their interactions might come off as awkward, inappropriate, or insensitive.

NATURE VS NURTURE

Emotional intelligence is a combination of Nature (genetic predispositions) and Nurture (early life experiences, upbringing, environmental factors, and personal choices).

WHY INVEST IN EQ?

Emotional Intelligence helps leaders to foster a positive work environment, navigate challenges more effectively, and lead their team to success.



EQ MATTERS

HIGH EQ LEADERS ARE SEEN TO BE BETTER AT

Promoting Teamwork: Better understand and manage the emotions of their team members, facilitating smoother interpersonal relationships and cooperation.

Making Effective Decisions: Better control over their emotions and make less impulsive decisions. They can assess situations without letting personal biases or emotions cloud their judgment.

Communication: Better at listening and communicating. They can convey messages in a way that resonates with their audience, and they're also more adept at picking up on non-verbal cues.

Conflict Resolution: More skilled at handling conflicts. They can perceive issues from multiple viewpoints and navigate solutions that take into account the emotions and needs of all parties involved.

Employee Retention and Satisfaction: More empathetic, which can lead to a more supportive and understanding work environment. This, in turn, can lead to increased employee satisfaction and retention.

Change Management: Better gauge the emotional temperature of their organization, communicate changes effectively, and provide the necessary support.

Building Trust: Tend to be more authentic and transparent, which can help in building trust within the team.

Inspiring Performance: Better understand what motivates their team members, enabling them to inspire and drive higher performance.



EQ IMPACTS MINDSET

HIGH EQ PEOPLE TEND TO BE

Self-aware: A keen understanding of emotional strengths, weaknesses, and triggers. With awareness, more able to navigate the emotional landscape clearly.

Open-minded: Receptive to feedback and open to seeing situations from different perspectives. Critiques are opportunities to grow (not threats)

Empathetic: Easily tune into and understand the emotions of others. Can relate to feelings. More Growth Minded: Believe abilities can be developed and that challenges are opportunities for growth.

Solution-oriented: Focus on the best ways to tackle challenges while considering the feelings and perspectives of all involved.

LOW EQ PEOPLE TEND TO BE

Limited in Self-awareness: Don't fully recognize or understand their own emotions. This lack of awareness can lead to unpredictable emotional responses and difficulty in pinpointing why they feel a certain way.

Defensive: Perceive feedback or critique as threats. Can be defensive or dismissive. Challenged by Empathy: Struggle to relate to or understand the emotions of others. Can be perceived as insensitive or uncompassionate.

More Fixed Minded: Resist change. Believe abilities and situations are static, leading one to avoid challenges and feel threatened by failures.

Reactive Rather Than Proactive: Instead of anticipating and preparing for emotional challenges, one might react impulsively, and often after the fact.



UNDER STRESS

HIGHER EQ PEOPLE TEND TO

Regulate Emotions: Recognize stress and be able to deploy strategies to manage feelings effectively

Get Perspective: Able to reframe stressful situations, and see things as challenges to overcome (not as insurmountable problems).

Seek Support: Recognize the importance of social connections. They might turn to trusted friends, family, or colleagues for support, advice, or just a listening ear.

Problem Solve Proactively: Face stressors head-on to think critically about the root cause of the stress and ways to address it.

Practice Self-care: Recognize well-being as physical and emotional. Prioritize self-care activities such as exercise, meditation, hobbies, or getting adequate sleep to manage and reduce stress.

Set Boundaries: Understand the importance of setting limits and saying 'no' when necessary to prevent overwhelm and burnout.

Practice Mindfulness: Practice mindfulness or meditation to stay present and grounded. Avoid becoming overly reactive.

LOWER EQ PEOPLE TEND TO...

Avoidance: Avoid or ignore stressors which in turn can lead to larger problems over time.

React Impulsively: React quickly without fully processing the situation, leading to decisions or actions they might later regret.

Struggle with Coping Mechanisms: Have a limited range of coping mechanisms, often resorting to negative habits like excessive drinking, overeating, or other unhealthy behaviors.

Blame Others: Place blame on others rather than taking responsibility or looking for constructive solutions.

Ruminate: Might dwell on problems, increasing their stress levels rather than looking for solutions.

Experience Overwhelm: Can easily feel overwhelmed, leading to paralysis, burnout, or breakdowns.

Strain Relationships: Their way of handling stress might strain relationships, as they might lash out at others, withdraw, or misinterpret attempts at support.



WHERE ARE YOUR GREATEST OPPORTUNITIES TO DEVELOP EQ?

What are strengths to leverage?
What are weakness to develop?

WHO ARE THREE ROLE MODELS WHO LEAD WITH EQ?

What do you observe and admire?
What can you model?

HOW CAN YOU GET FEEDBACK ON YOUR EQ?

Who are trusted advisors?

IDEAS INTO ACTION

HOW TO DEVELOP GREATER EQ

Developing higher emotional intelligence (EQ) requires commitment, self-reflection, and practice.



Problem Solve:

- **Reflection:** Be Proactive: Identify and address problems when they are a pinch, not a punch.
- **Address Differences:** Stay present, become more aware of your emotions, and reduce reactivity when in conflict.



Practice Self-regulation:

- **Breathing exercises:** When agitated, deep breathes can calm the nervous system and provide clarity.
- **Establishing coping strategies:** Identify strategies like taking a walk, listening to music, or practicing mindfulness that help you handle stress.
- **Pause before reacting:** Give yourself a moment to think before responding to emotionally charged situations.



Enhance Motivation:

- **Set clear goals:** Understand your 'why' and what drives you.
- **Maintain a positive outlook:** Cultivate optimism and look for the silver lining in challenging situations.
- **Stay accountable:** Share your goals with a trusted friend or colleague to maintain motivation.



Develop Empathy:

- **Active listening:** Listen to understand, not just to respond. Pay attention to non-verbal cues.
- **Ask open-ended questions:** This helps in understanding others' perspectives more deeply.
- **Put yourself in others' shoes:** Try to understand and feel situations from another person's viewpoint.



Improve Social Skills:

- **Practice effective communication:** This includes being clear, concise, and considerate in your speech.
- **Develop conflict resolution skills:** Learn and practice techniques for resolving disagreements constructively.
- **Join social groups:** Engaging in clubs, organizations, or community service can help you practice and develop social skills.



Limit Negative Influences:

- **Seek positive peers:** Invest in relationships with positive, emotionally intelligent individuals.
- **Reduce negativity:** Limit exposure to consistently negative or toxic environments.



Establish Healthy Boundaries:

- **Learn to say "no:":** Understand that setting boundaries is crucial for emotional well-being.

Remember, improving emotional intelligence is a journey, not a destination. It requires continuous effort and practice, but the benefits – both personal and professional – are immense.

REMEMBER: Emotional Intelligence is vital to health, wellbeing, and leadership. It can be developed over time and through practice. Investing time to cultivate EQ creates stacked benefits personally and professionally.

Please share how you are generating greater Emotional Intelligence and what questions arise.

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